## Product Number: 4217.02.15

# ADMINISTRATIVE RULES - ERULES

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The eRules application allows state agencies and the Division of Administrative Rules to file and publish administrative rule filings, executive documents, and other documents. Users create, edit, and submit filings (administrative rules or other documents) for their agencies. The eRules application provides a mechanism by which user and agency records are created, enabled, edited and disabled. At filing submission, eRules provides basic data validation for form data and attachments. After filing submission, eRules provides facilities for the Division of Administrative Rules to edit and correct filings. The eRules application provides the tools and data repository from which the Division of Administrative Rules produces the Utah State Bulletin and Utah State Digest, in a variety of formats. It also provides the data repository from which other publications are generated. The application also includes various reports, e.g., rules register, indexes, notices of effective date, etc.

The hours of support required for Administrative Rules - eRules are listed below.

| Application | Support Hours | Days of Week |
|---|---|---|
| Administrative Rules - eRules | Business Hours | Monday - Friday |

## Product Features and Descriptions

| FEATURE | DESCRIPTION |
|---|---|
| Filing | This feature allows users including Division of Administrative Rules staff to create, edit, and submit administrative rule filings, executive documents, and other documents. It also provides some basic data validation of form data and attachments when filings are submitted. It also provides editing and correcting mechanisms for the Division of Administrative Rules after filings have been submitted. |

| Publishing | This feature allows the Division of Administrative Rules to publish the Utah State Bulletin and Utah State Digest in a number of different formats. |
|---|---|
| Reporting | This feature provides various reports, e.g., rules register, indexes, notices of effective dates, etc. |
| Administration | This feature allows the Division of Administrative Rules to create, enable, edit, and disable records for users and agencies. It also allows for the creation, editing, and assignment of roles. |

## Features Not Included

| FEATURE | EXPLANATION |
|---|---|
| All items not included in the design | Functionality that is not included in the design of the eRule application or explicitly required and agreed upon as an enhancement is not included. |

## Rates and Billing

| FEATURE | DESCRIPTION | BASE RATE |
|---|---|---|
| Rates for Application Development Support | The update and maintenance of this application will be at the DTS approved rate for application development support. | DTS Approved Rate |

## ORDERING AND PROVISIONING

Application enhancement and updates may be requested by contacting the DAS DTS IT support group in person, by email, or by telephone.  An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by DAS

## DTS RESPONSIBILITIES

DTS is responsible for:
- Utilizing DTS methodologies for development and implementation of changes and enhancements
- Customizing the deliverable as requested by the customer
- Maintaining the system per the request of the user within the hourly rate
- Managing the project for making enhancements
- Managing the environment where the application resides

## AGENCY RESPONSIBILITIES

The Agency is responsible for:
- Providing direction and guidance for the scope of the project
- Following change processes if the scope of the project changes
- Providing access to needed business resources for information gathering, testing, and approval

## DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

**Application Availability:**
Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at http://dts.utah.gov/metrics/index.php.

| Metric Description | Target |
|---|---|
| System Availability | The production system will be available 24 x 7 x 365. We are striving for 99% availability during the supported hours. Development services and support will be provided by DTS from 8 AM to 5 PM, Monday through Friday. If availability falls below 99%, DTS activates a 3 part corrective action comprised of Detail, Resolution, and Impact. Detail focuses on what happened; Resolution focuses on what was fixed/corrected and what will be done to insure the problem does not happen again; Impact focuses on what the impact was to the agency's business. |

**Resolution Time:**
Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics/index.php.

| Total Time to Resolution | Target: Percent of Tickets Meeting Priority Timelines |
|---|---|
| Low priority - 6 Business hours | 90% |
| Medium priority - 4 Business hours | 90% |
| High priority - 3 Clock hours | 90% |
| Critical priority - 3 Clock hours | 90% |

**Initial Response:**
Initial response measure DTS' efforts to respond to customer incidents within the timelines set below

based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: http://dts.utah.gov/metrics/index.php.

| Time to Initial Response | Target: Percent of Tickets Meeting Priority Timelines |
|---|---|
| Low priority – 1 Business hour | 85% |
| Medium priority – 1 Business hour | 85% |
| High priority – 1 Clock hour | 90% |
| Critical priority – 30 Clock minutes | 95% |

**First Contact Resolution:**

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/metrics/index.php.

| Metric Description | Target |
|---|---|
| **First Contact Resolution** | **65% of all incidents reported resolved on initial contact** |

**Customer Satisfaction Surveys and Reporting:**
All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an online survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

| Metric Description | Target |
|---|---|
| Average level of satisfaction with resolution efforts | ≥ 4.5 on a scale of 0 - 5 |
| Percentage of espondents expressing satisfaction (vs. dissatisfaction) | 93% of respondents satisfied |